



Job Specification - External

Job Title	Out of Hours Call Centre Agent
Department	All Regions – K&T Heating Services
Location	K&T Woolwich
Reporting to	Senior Call Centre Administrator, Office Manager
Responsible for	N/A
Salary	£12.01p per hour (25 hours per week over 5 days)
Normal Working Days/Hours:	Rota Shifts (Monday – Sunday) 5 days working followed by 3 days' rest, 25 hours week
Shifts:	5 shifts per week, from Monday – Friday 5PM – 10PM / Sat 8AM – 1PM / Sun 8AM – 1PM

Role Overview:

- To act as the main point of customer contact for servicing and responsive maintenance during out of hours periods. Working to assist the business to maintain high standards of customer service and create an improved customer experience

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Qualifications and experience:

- Good knowledge of windows software, including Outlook, Word and Excel.
- Experience within the Gas industry and working in a call centre environment
- Excellent communication skills and strong customer service skills



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Responsibilities:

- Answer inbound customer calls relating to repairs and servicing for all clients in a courteous and professional manner
- Be on hand to support each other at all times
- Act as the main point of contact for end users and manage the customer relationship
- Answer customer queries and take ownership of any issues arising through to completion
- Raise jobs and make appointments using the main customer database and complete any associated administrative tasks as necessary logging information accurately and concisely
- Responding to customer emails
- Make outbound calls when necessary to customers to arrange appointments
- Meet internal standards relating to quality of calls
- Maintain standards of productivity in order to achieve individual and team targets
- Work closely with the Senior Call Centre Administrators to ensure that service standards are adhered to on the contracts and with clients.
- Adhere to and support K&T's and their clients' policies and procedures regarding data protection and equality and diversity
- Work and deliver within set timescales
- Being accountable for the administration on your area.
- Support and work with the Office Manager. Be on hand to cover when required.

What We Offer:

- 20 days annual leave plus bank holidays
- Holiday increments for long service
- Flexible benefits
- Share save scheme
- Pension

Necessary skills and abilities:

- Experience of working within the Gas industry is essential
- Strong customer service skills gained in a call centre environment, with the ability to deal with difficult situations when required
- The ability to prioritise your workload to achieve set targets and deadlines
- Strong communication skills are required with the ability to communicate at all levels
- You may be required to work extended hours to suit the needs of the business.